

Data Center Rack & Roll





A leading insurance company upgraded their infrastructure with zero downtime by using Zones' Technology Solution Centers.

When one of the world's leading insurance companies found themselves facing a data tsunami, they reached out to Zones to help design and implement a new infrastructure. Zones used the resources and expertise of their Technology Solution Centers (TSCs) to build, ship, deliver, and install new data racks that could stand up to the deluge of data. Zones built the racks in the TSCs, preregistered them with the equipment OEMs, and hand-delivered them to the client's data centers using white glove delivery service.

Zones managed the project every step of the way, from inception to delivery to installation and support. This allowed the client to focus on high-value activities and company growth, confident in the knowledge that Zones was taking care of them.

 60 racks built, delivered, and installed per quarter.

 0 time needed to install critical OS and apps.

 All equipment preregistered with OEMs.

Challenges

- The client was dealing with a massive surge of data that its infrastructure was not equipped to handle.
- They needed to update their server racks but couldn't afford lengthy downtime, which meant they had to procure potentially hundreds of parts from multiple vendors.
- There were physical space concerns regarding the staging of over 50+ racks at a time.

Solutions

- Zones leveraged its Technology Solution Centers (TSCs) to build, ship, deliver, and install modern data racks for the client.
- Zones built, delivered, and installed 60 new racks a quarter.
- White glove door-to-door delivery ensured that the racks were set up in the client's data center and ready for use.
- Equipment was preregistered with the respective OEMs.

Results

- By building the racks in the Technology Solution Centers, Zones eliminated the physical space challenges the client was experiencing.
- The client was able to install OS and apps they needed within minutes upon arrival.
- Thanks to the equipment being prepped before arrival, the client's resources are free to focus on higher value add activities and company growth.

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The Challenge

One of the world's largest insurance companies was struggling with a sudden influx of data that its aged infrastructure could not handle. They desperately needed to upgrade their server racks to administer the new data flowing in daily, but due to the nature of their business, they couldn't afford lengthy downtime. They had reached out to other solutions providers to perform the upgrade, but these providers didn't have their own warehouse space. This meant the client would have to receive potentially hundreds of parts for multiple vendors and then provide the physical space for the other provider to build the racks.

This was unacceptable to the client, and when they discovered that Zones could streamline the process by building the racks in their Technology Solution Centers, the client awarded Zones the project.

The Solution

Zones leveraged the teams of specialists at their Technology Solution Centers (TSCs) to build the client's custom rack solution. They received the necessary parts, built the racks within the centers themselves, and then used Zones' Global Supply Chain to ship the completed racks to the client's sites worldwide.

Time was of the essence throughout the project, and Zones worked quickly but efficiently to get the client set up with their new racks. The TSC teams worked around the clock to build 60 racks per quarter to ensure that the client could remove their old infrastructure as quickly as possible. Zones performed white glove door-to-door delivery service to install the racks within each side. Not only that, but the racks were preregistered with the manufacturers, so that they could be used immediately after installation with no downtime.

The Results

By building the racks in the TSCs, Zones eliminated the challenges with downtime and physical space the client had struggled with. By preregistering the racks with OEMs, the client was free to install the necessary OS and apps within minutes of arrival, which alleviated any worries about lengthy install time.

Zones performed every step of the project independently, while the client was given transparency into every step of the process through Zones' enterprise proprietary project execution tool. This meant that the client had their time and space free to focus on high value add activities and company growth, something they would not have enjoyed had they given the project to the other solutions provider.

“When the client told us the challenges they were experiencing with a competitor's services, I knew that Zones could do one better. By leveraging our Technology Solution Centers to build, deliver, and install the racks, we were able to upgrade their infrastructure in a fraction of the time our competitors planned.”

– Solution Architect, Zones

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